FAQ COUTURE

ABOUT THE DIOR.COM SITE (3)

SECURITY AND CONFIDENTIALITY

WHAT IS DIOR'S POLICY ON CONFIDENTIALITY?

The processing, confidentiality, and security of your personal data is important to us. We are committed to offering you personalized services while respecting your privacy and choices in accordance with the applicable personal data regulations, in particular, the General Data Protection Regulation (GDPR) for customers residing in the EU, and those regulations applicable to you as residents of your home State for customers residing in the US.

In order to provide you with the same personalized service worldwide, your data may be utilized by Christian Dior Couture entities situated in France and abroad, including countries where the applicable personal data legislation differs from that enforced in your own country or within the European Union. For example, we may need to use your personal data in order to access your purchase history from a boutique. Your personal data might also be processed by Christian Dior Couture for the purposes described above by our trusted third-party suppliers. We take all necessary safeguards, notably contractual, technical, and organizational measures to guarantee the to request its removal, to oppose the use of your data providing you have a legitimate reason, and to obtain limitation and portability as far as this is applicable. You are also able to request to no longer receive personalized communications about our products and services.

If you have any questions or concerns about how we process and use your personal data or would like to exercise any of the rights described above, please contact Client Service Center. You may also contact our Data Protection Officer at the following address: privacy@christiandior.com.

DISCOVER NEWS FROM DIOR

HOW CAN I FOLLOW DIOR NEWS?

By subscribing to the Dior Newsletter, you will be one of the first to hear about new products, events and news from the House of Dior.

HOW CAN I SUBSCRIBE/UNSUBSCRIBE TO THE DIOR NEWSLETTER?

To subscribe to our newsletter, please visit the "Newsletter" section and fill in the registration form.
If you wish to unsubscribe from our newsletter, click on the link at the bottom of each Dior newsletter.
You can also contact our Client Service Center with any questions regarding our Dior newsletter. Our Client Advisors will be delighted to assist you.

DIOR FASHION SHOWS

HOW CAN I ATTEND A DIOR FASHION SHOW?

Dior does not sell tickets to the fashion shows. Guests invited to our fashion shows are selected by our press relations department located at our Paris headquarters.
However, you can view our fashion shows by going to the "Women's Fashion" section and/or the “Men’s Fashion” section on the Dior.com website.

HOW CAN I WATCH A DIOR FASHION SHOW?

ONLINE BOUTIQUE (9)

DIOR PRODUCTS

CAN I PURCHASE DIOR PRODUCTS ON THE ONLINE BOUTIQUE?

A product is available for online purchase whenever the word “Order” appears. You can also contact the Client Service Center where our Client Advisors can assist you with your purchases and, if you wish, reserve your articles at the boutique of your choice. Please note that unlike Dior.com, the physical Dior boutiques can only ship to the payment billing address.

HOW CAN I FIND A DIOR BOUTIQUE?

Dior products are sold in more than 220 Dior boutiques around the world.
You can find the list of our Dior boutiques at Dior.com by clicking on "Boutiques"

HOW CAN I FIND OUT IF A PRODUCT IS AVAILABLE ON DIOR.COM?

Some of our Dior items are available for purchase on the Dior.com website. In order to check the availability of an item, choose the article that interests you on our website and click on it. This will result in one of three things:

- If the "Add to Cart" button appears, this means that you can order it online. Please be aware that only the available sizes will be displayed.

- If a “pre-order” button appears, this means that you are invited to order and pay for the product prior to its official release date. Please refer to the “Pre-Orders” section of this FAQ for additional information and terms.

- It is, however, possible that the item you are looking for is not available for online purchase, in which case it will be marked "only available in boutiques".

HOW CAN I FIND A PRODUCT ON DIOR.COM?

The products on the website are organized by categories and by product line.
Please use the search engine, indicated by a magnifying glass, and enter the key words. All the products with a relevant match to your search will be presented.

If you have seen a Dior product in the press (magazine, TV ad, social media, etc.) that is of interest to you and you cannot find it on our website, please contact our Client Service Center. Our Client Advisors will provide you with information on the product features and availability in boutiques.

HOW CAN I FIND OUT THE PRICE OF A DIOR PRODUCT THAT IS NOT ON THE WEBSITE?

We invite you to visit one of our Dior boutiques to discover our selection of items and prices. We will be happy to show you our collections. You can find the list of our Dior boutiques at Dior.com by clicking on "Boutiques".

You may also contact our Client Service Center for assistance Monday to Saturday from 10am to 10pm (EST) and on Sunday from 11am to 7pm (EST).

YOUR ACCOUNT

HOW CAN I CREATE AN ACCOUNT?

You can create your Dior customer account by clicking on the "Your Account" section located in the menu at the top of our website. Then click on "Create an Account" and fill in the obligatory information marked with an asterisk. Finally, click on "Validate". You will be sent a confirmation email to the address provided when creating your account.If you require assistance or further information, please contact our Client Service Center.

WHAT ARE THE ADVANTAGES OF CREATING AN ACCOUNT?

Creating an account on Dior.com enables you to be identified quickly by Dior when you make online purchases.
You can also:

For your security, Dior.com does not save your credit card information.

CAN I MAKE CHANGES OR CANCEL MY ACCOUNT ON DIOR.COM?

You can modify the information on your Dior account by clicking on "Your account". Enter your user ID and your password and, once you are logged in, click on "My profile" to change or delete information.
If you want to delete your account, please contact our Client Service Center where a Client Advisor will assist you with the steps to follow.

HOW CAN I FIND MY ACCOUNT PASSWORD?

If you forget your password, click on "Your account" and then on "Forgot my password". An email will be sent to you to reset your password.

YOUR ORDER

HOW CAN I PLACE AN ONLINE ORDER?

Some of our Dior products are available for purchase on Dior.com.
To place an order, add a product to your basket by clicking “Add to Cart” or “Pre-Order” on the selected product page. Please also select the size and quantity you want to order, if required. Once you have selected your items, complete your order by clicking on “My basket” and then “Proceed to Checkout”.
You can then modify or validate your basket and select your delivery method before making your payment.
You will be asked to complete your delivery and billing address by selecting one of the following three options:
- log on to your Dior account if you already have one
- create a Dior account if you are ordering for the first time on Dior.com
- continue as a guest; this option enables you to place an order without creating an account, but your order history will not be saved. Select your method of payment and fill in the information to complete your order.

Within a few minutes, you will receive an email confirming your

For additional terms applicable to pre-orders, please refer to "Pre-Orders" section of this FAQ.
For further information, do not hesitate to contact the Client Service Center.

HOW CAN I GET HELP WITH PLACING MY ORDER?

Our Client Advisors are available to help you with your order. You can contact our Client Service Center from Monday to Saturday from 10am to 10pm (EST) and on Sunday from 11am to 7pm (EST).

CAN I CANCEL OR CHANGE MY ORDER?

Orders of in-stock items process quickly to ensure they arrive to you as soon as possible, due to this, modifications to your order details are not possible. Should you need to cancel, please contact the Client Service Center – our Client Advisors will do their best to assist you with your request.

For terms applicable to pre-orders, please refer to the "Pre-Orders" section of this FAQ.

HOW CAN I ACCESS MY ORDER HISTORY?

If you have created a Dior customer account, you can view your order history. Simply log in to your account and click on "My Fashion & Accessories orders." You may then select your desired order to view the details of your purchase, the status of your shipment, and information on your returns.

If you have placed an order as a guest and wish to obtain your order information, you may visit the Manage Your Order portion of our Delivery and Returns page.

HOW IS MY ORDER PREPARED?

After you have validated your order, it will be processed as quickly as possible. You will receive an email notification once your unique UPS tracking number is generated and your order is ready to ship. To provide you with the Dior experience, we pay particular attention to the preparation of your order. Each order is prepared in a Dior workshop, and individually packaged in a seasonal or iconic Dior gift box. The Dior Gift box is then inserted into discreet shipping packaging that will

HOW CAN I GET A RECEIPT FOR MY ONLINE PURCHASE?

If you have created a Dior customer account, you can view your order history. Simply, log in to your account and click on “My Fashion & Accessories orders.” You may select "View Invoice” to download your receipt. If you have placed an order as a guest, you may view your Dior invoice by using your order number and email on the Manage Your Order portion of our Delivery and Returns page. Once logged in, you may select "View Invoice” to download your receipt.

Orders purchased on our Dior online Boutique are not eligible to have their receipt reprinted at a Dior boutique or at an authorized Dior Dealer. By the same token, a receipt from our Dior boutiques or from an authorized Dior Dealer may not be reprinted through the online Boutique.

WHY WAS MY ORDER/ITEM CANCELLED?

Orders can be cancelled when the item is no longer available, the order is abnormal (for example, the order does not meet the standard terms and conditions, an inaccurate delivery address, placed by a customer with whom there is an outstanding or previous dispute or an order that exceeds the order thresholds) or due to an exceptional technical issue.

Pre-orders may be cancelled if the item is unable to be shipped within 30 days after the shipment date provided at the time you placed the pre-order. For additional terms applicable to pre-orders, please refer to the “Pre-Orders” section of this FAQ.

Orders are intended to be sold exclusively to end buyers for their personal needs and are not
intended for resell or commercial purposes. If commercial activity is suspected, orders can be cancelled.

When an order is cancelled, we will inform you by email and/or telephone as soon as possible. Please contact the Client Service Center if you have additional questions.

WHY WAS MY ORDER/ITEM NO LONGER IN STOCK?

We pay particular attention to ensure the accuracy

PX7075-007

Service Center – our Client Advisors will be pleased to offer similar suggestions and alternatives.

WHAT ARE THE GUIDELINES FOR A CUSTOMIZED ABCDIOR ORDER?

Certain Dior items are eligible for the ABCDior customization service currently through our boutiques only and coming soon to Dior.com.

To customize the product, you'll be invited to let us know the name or the initials you wish to appear on the item. Every order will be verified by a specialist to confirm the customization request, according to the following guidelines:

-Uppercase letters in the Roman alphabet only
-No numbers or special characters
-Only first names or initials are allowed
-Nicknames, acronyms, company names, insults, and brand names are not allowed. The company reserves the right to deny a personalization request deemed as inappropriate per brand's guidelines.

In boutiques, once your request has been verified, the customization process will proceed. In the case of a denied request, your Christian Dior representative will contact you to further assist.

On Dior.com, once your request has been verified, you will receive a confirmation email. In the case of a denied request, your order will be canceled and a Christian Dior representative will contact you to assist in the confirmation of a new order.

Please remember customized products cannot be returned or exchanged.

CAN I PERSONALIZE AN ELIGIBLE ITEM AFTER MY PURCHASE?

Our network of boutiques would be delighted to help you with your previous purchase of an item eligible for the ABCDior customization service. You can find the list of our Dior boutiques by clicking on "Boutiques"

I WOULD LIKE TO GIVE A DIOR GIFT

WILL MY ORDER BE SENT IN A GIFT-WRAPPED PACKAGE?

during shipping. There may be a number of select products that are not presented with a Dior gift box. Products that include a dust bag will have this indicated within the product description on Dior.com.

CAN I SEND A PERSONAL MESSAGE ALONG WITH MY ORDER?

Before validating your order, you will be able to write a personalized message that will be printed and included with your order. The message will be printed on a card and inserted into a Christian Dior envelope.

WILL THE PRICE OF THE ORDER APPEAR?

If you place an order via your customer account on the Dior.com website, the receipt will be sent directly to you electronically at the email address registered to your account. Price tags will be removed from the items you order.

CAN THE GIFT RECIPIENT EXCHANGE THEIR GIFT?

Gifts purchased on Dior.com can be exchanged for size and/or color. All exchanges are automatically shipped to the original delivery address.

If the gift recipient would prefer a return, all refunds will be issued to the original form of payment. We are unable to issue a credit for products purchased on Dior.com. All returns and exchanges will result in email notifications to the original purchaser.

For additional options and assistance with gift exchanges or returns, please contact the Client Service Center – our Client Advisors will be delighted to guide you through the process.

YOUR PAYMENT

WHAT PAYMENT OPTIONS ARE ACCEPTED ON THE DIOR.COM WEBSITE?

Payments are accepted via MasterCard, Visa, Discover, American Express PayPal and Apple Pay with a valid billing address.

Prepaid cards and unregistered prepaid gift cards are not

IS AN ONLINE PURCHASE ON DIOR.COM SECURE?

All transactions done on the Dior.com website are extremely secure. An SSL encryption system is in place to protect personal data and payment information. In addition, Dior makes a commitment to you not to save any credit card information.

In case of doubt, please contact our Client Service Center to place your order by phone from Monday to Saturday from 10am to 10pm (EST) and on Sunday from 11am to 7pm (EST).

WHEN WILL MY PAYMENT BE DEBITED FROM MY ACCOUNT?

Upon completion of your Dior.com order, payment authorization will be requested and held.

For orders of in-stock items, your card is not charged at this time, the payment settlement occurs when the order is shipped from our workshop. If your order contains multiple shipments, your selected method of payment will be settled separately for each shipment. Should your order incur shipping fees, they will only be charged once.

For pre-orders, your card will be charged in full at or shortly after you place the pre-order. This is necessary to ensure you receive your pre-ordered Dior product promptly upon its official release. For additional terms applicable to pre-orders, please refer to the "Pre-Orders" section of this FAQ.

WHAT SALES TAX WILL I BE CHARGED?

Your sales tax will automatically be calculated and added to your order total upon entering your shipping address and selecting your shipping method.

WILL I BE CHARGED SALES TAX IF THERE IS NOT A DIOR BOUTIQUE NEAR THE SHIPPING ADDRESS?

Dior is required to charge sales tax based on the tax rates of the shipping address regardless of the presence of a physical Dior boutique in that state. The tax rate will be calculated based on the shipping address and shipping method provided during the ordering process.

CAN I USE TAX EXEMPT DOCUMENTS ON MY DIOR.COM ORDER?

YOUR DELIVERY

ARE THERE ANY DELIVERY RESTRICTIONS?

Items can only be delivered to the shipping address indicated at the time of placing the order (including pre-orders). Addresses cannot be modified once the order has been placed or once the order is in transit. A signature is required upon delivery and cannot be waived. Orders cannot be delivered to hotels, freight forwarders, military bases, post office boxes or United States Territories. Our carrier will attempt to deliver your order up to three times before returning it to our distribution center.

HAS MY ORDER BEEN SENT?

If you have created a Dior customer account, you can view your order status at any time. Simply log in to your account and click on "My Fashion & Accessories orders." You may then select your desired order, view the details of your purchase and the status of your shipment. You will then be able to consult the status of your order:

In preparation: the order has been validated and is being prepared.

Completed: the order has been shipped to the delivery address that you provided when you placed your order online. You can track your order using the tracking number at the following address: http://www.ups.com

Cancelled: The order has been cancelled by you or due to lack of availability of the product. It is also possible that payment of your order has not been validated.

If you have placed an order as a guest and wish to obtain your order status, you may visit the Manage Your Order portion of our Delivery and Returns page.

HOW CAN I TRACK THE DELIVERY OF MY ORDER?

Once your Dior.com order has shipped you will receive a confirmation email with your unique UPS tracking number included. If you have created your customer account, you can view your order status at any time. Simply log in to your

CATEGORIES

ABOUT THE DIOR.COM SITE (3)

ONLINE BOUTIQUE (9)

DIOR AND YOU (2)

HOW CAN I BE INFORMED OF EXHIBITIONS ABOUT DIOR?

HOW CAN I FIND OUT MORE ABOUT DIOR?

THE DIOR SELECTION (1)

CLIENT SERVICE CENTER (2)

BOOK AN APPOINTMENT (1)

If you have placed an order as a guest, you may view your Dior purchase status by using your order number and email on the Manage Your Order portion of our Delivery and Returns page. You will receive email confirmation once your order has been delivered.

Please note during peak periods delivery times may take longer. Additionally, our workshop and/or carriers may be closed on National Holidays or experience inclement weather delays etc.

HOW LONG DOES DELIVERY TAKE?

Orders are prepared and dispatched Monday through Friday when placed by 2pm EST or the following business day when placed after 2pm EST. Should any items be unavailable, the preparation time may be modified. Availability delays will be communicated.

Delivery time is estimated from the time your order is shipped. Depending on your shipping destination and the specificity of your order, Dior offers up to three rapid and secure delivery options :

-Standard Shipping (1 to 5 business days depending on the location): Free for all orders

-Express Delivery (guaranteed, 2 business days): $25; Free for orders over $3,000

-Next Day (guaranteed, overnight on business days): $35; Free for orders over $3,000

The exact delivery date including the preparation of your order and shipping will be determined at checkout. Orders shipping to remote areas of Alaska and Hawaii may experience longer shipping lead time, which will be reflected correctly at checkout according to the zipcode of delivery.

Orders including Fine Jewelry and Watches are automatically upgraded to Express delivery.

Deliveries will be made Monday through Friday (excluding holidays) and on Saturday in eligible locations. A signature will be required upon delivery. Dior cannot be held responsible for any unanticipated delivery delays such as inclement weather on the delivery route. Our carrier will attempt to deliver your eligible.

I PLACED AN ORDER BUT I HAVE NOT RECEIVED MY PACKAGE. WHAT CAN I DO?

If you have created a Dior customer account, you can view your order status at any time. Simply log in to your account and click on "My Fashion & Accessories orders." You may then select your desired order, view the details of your purchase and the status of your shipment.

If you have placed an order as a guest, you may view your Dior order status by using your order number and email on the Manage Your Order portion of our Delivery and Returns page.

If you do not receive your package within the expected delivery timeframes mentioned above, please contact UPS Customer Service to get an update on the status of your order. For further assistance, you may also contact the Client Service Center.

RETURNING YOUR ORDER

CAN I RETURN OR EXCHANGE A PRODUCT PURCHASED ON DIOR.COM IN A BOUTIQUE?

Products purchased on the Dior online Boutique may not be returned at a Dior boutique or at an authorized Dior Dealer. By the same token, a product purchased at a Dior boutique or from an authorized Dior Dealer may not be returned or exchanged through the online Boutique.

CAN I RETURN A PRODUCT THAT WAS ORDERED ONLINE FOR EXCHANGE OR REFUND?

You can return any order to us within 30 days of receiving it.

Product(s) must be returned in the original packaging, accompanied by any accessories and documents provided (notices, guarantees, return tags, certificates of authenticity). Any damaged, used, incomplete or soiled product(s) cannot be returned or exchanged. All shoes must be tried on a soft, clean and dry carpeted area in order to avoid any damage to been unsealed after delivery and cannot be returned for reasons of hygiene or health protection cannot be exchanged. Regarding bags with MyABCDior badges, by returning a bag on its own, without the badges purchased at the same time, you will no longer be eligible for the preferential pricing you received on these badges at the time of purchase. The amount you originally saved will be deducted from your refund.

An item can only be exchanged once, the item received in exchange can therefore only be returned for a refund under the usual conditions.

Once your order has reached our workshop it will be verified by our experts. If the product meets our return conditions, you will be reimbursed to your original payment method, or your exchange order will be processed. Any item that is returned damaged, used, incomplete, or soiled will not be refunded and will be sent back to you. Please allow up to 14 business days for all returns and exchanges to be processed.

HOW CAN I RETURN A PRODUCT?

Your Dior purchase may be returned using the provided return label within each Dior parcel.

You may also log in to your customer account for additional options. Simply log in to your account and click on "My Fashion & Accessories orders." You may then select your desired order and manage your choices from there. You may choose to have your return picked up from your delivery address or a new address as well as a preferred time slot. From here, you can also reprint a prepaid shipping label if needed. If you prefer to drop off your package to a UPS facility, please collect a drop off receipt when visiting the UPS location for confirmation.

If you have placed an order as a guest, you may manage your return by using your order number and email on the Manage Your Order portion of our Delivery and Returns page.

If you choose to return your order through your own means and expense, you will not be refunded. We advise to keep all tracking information handy after returning your items for proof of delivery and to take all the necessary precautions to ensure

At this time, we are unable to accept any returns or exchanges on items purchased outside of the United States. Returns are also limited between Hawaii and the Continental United States. For further information, do not hesitate to contact the Client Service Center.

ARE THERE DIFFERENCES WHEN RETURNING AN ARTICLE BOUGHT FROM ANOTHER DISTRIBUTION CHANNEL?

When making a purchase in a Dior boutique, the following list of items are final sale: evening wear, exotic skins, furs, fine jewelry, watches, earrings, cosmetics, bathing suits, lingerie, eyewear, sale merchandise, personalized merchandise, special orders, or on merchandise that has been altered or worn.

When making a purchase through an authorized Dior dealer, the purchase is subject to their specific return and exchange policy which may differ from a Dior boutique or Dior.com.

WHAT DO I NEED TO DO IF MY PRODUCT IS DAMAGED OR IF IT IS NOT THE PRODUCT I ORDERED?

If one of your products is damaged or the items delivered do not correspond to your order, please contact the Client Service Center.

REPEATED RETURNS

We offer a flexible returns policy to facilitate your online shopping experience. We also monitor the number of returns made by our customers. Repeated returns in breach of our General Sales Conditions will be flagged and may, at our discretion, lead to the closure of your dior.com account or refusal of future orders.

PRE-ORDER

WHAT IS A PRE-ORDER?

If you are invited to pre-order a Dior product, or a “pre-order” button appears on a product page on the Dior.com, this means that you have the opportunity to order the product prior to its official release date, and it will be shipped to you

ARE PRE-ORDERED ITEMS IN STOCK?

Products available for pre-order have not yet been released and may not even have been made at the time of your pre-order.

WHEN WILL MY PRE-ORDERED ITEMS BE SHIPPED TO ME?

Dior provides an estimated shipping date for each pre-order item on the product page, which will also be reflected in your pre-order confirmation email. If no estimated shipping date is indicated, then Dior will ship the product within 30 days of the date you place the pre-order. By placing a pre-order, you agree that you are able to wait the indicated time for the product to ship to you, and to be delivered by our carrier.

If a delay or problem with preparing the product for shipment should occur, Dior will notify you via the email address you used to make the pre-order, and will advise you of your options in that notice.

CAN I CANCEL OR CHANGE MY PRE-ORDER?

Changes to or cancellations of your pre-order are generally not possible unless Dior notifies you of a delay or problem. Should you need to request cancellation without having received such a notification from Dior, please contact the Client Service Center – our Client Advisors will do their best to assist you with your request.

If Dior cannot ship a pre-ordered item by the estimated shipping date provided to you at the time you completed the pre-order (or within 30 days of your pre-order if no estimated shipping date was indicated), then Dior will notify you via email. That notice will explain your options depending on whether and when Dior expects to be able to ship the item.

If Dior must cancel your pre-order, or if you request to cancel it in response to an email providing that option, Dior will provide a full refund via your original method of payment within 7 business days of the cancellation. Please note that, in this situation, Dior is not permitted to issue store or online credit or vouchers, or to exchange a different item for your pre-ordered item.

release.

ARE THERE OTHER SPECIAL TERMS FOR PRE-ORDERS?

Except as specifically modified in this "Pre-Orders" FAQ section, all other FAQs and website terms of use apply to pre-orders as well.

Pick up in store may not be eligible for pre-orders if there are multiple products in the order.

Your finalization of a pre-order means you consent to the terms and conditions laid out in this "Pre-Orders" FAQ section.

Please see "Your Delivery" FAQs for Dior's generally applicable shipping and delivery terms, which also apply to pre-orders except as otherwise explained in this section.

Please see "Returning Your Order" FAQs for Dior's generally applicable return terms, which also apply to pre-orders except as otherwise explained in this section.

PICK-UP IN STORE

CAN I RECEIVE A DELIVERY IN-STORE?

A select number of boutiques offer our Pick-up in Store service for items ordered online. This delivery option will be offered upon confirmation of your order if the items in your basket are eligible.

This delivery service is free.

HOW DO I PICK UP MY CLICK-AND-COLLECT ORDER?

You will receive an email as soon as your order is ready for pick-up. Upon receipt, please come to the boutique along with the email that you received and a valid form of identification. You have up to 14 days following the receipt of the email to collect your order.

CAN SOMEONE ELSE PICK UP MY ORDER?

If you cannot collect your order yourself, you may authorize a secondary person (the nominee) to collect your order from the

-your ID,

-their ID,

-the confirmation email/text,

-the completed form to the store to pick-up your order within 14 days from receiving your order is ready notification.

DIOR AND YOU (2)

HOW CAN I BE INFORMED OF EXHIBITIONS ABOUT DIOR?

If you have subscribed to the Dior Newsletter, you will be kept informed about all the Dior news (fashion shows, exhibitions, new boutiques, etc.).

If you have not yet subscribed to the Newsletter, you can do so for free by visiting the "Newsletter" section of the Dior.com website.

If you are not interested in subscribing in the Dior Newsletter, we invite you nonetheless to discover the News and Exhibitions sections within Dior World accessible in the menu.

HOW CAN I FIND OUT MORE ABOUT DIOR?

For all information about Dior, please visit the News & Events section of the www.Dior.com website. Subscribe to the Newsletter to be one of the first to hear about new products, events and news from the House of Dior. Also, do not hesitate to contact the Client Service Center.

THE DIOR SELECTION (1)

DISCOVER THE DIFFERENT DIOR UNIVERSES

to manufacturing its products in countries that have the best expertise for the product in question.
Dior's leather goods collections are made in Europe.
Our shoes and ready-to-wear collections are manufactured in France and in Italy.
Our watches are manufactured exclusively in our workshops in Switzerland.
We produce our haute couture collection and fine jewelry exclusively in our workshops in Paris, France.
Our Dior sunglasses and scarves are made in Italy.
Our Dior jeans are made in Japan.

The House of Dior frequently buys small workshops to preserve these artisan trades (such as leather working in Florence, Italy and watchmaking in Switzerland). In these workshops, the selection of natural materials, as well as the care taken in each phase of the process, perpetuate and renew our tradition of excellence and elegance.

HOW CAN I GET A DIOR PRODUCT REPAIRED?

Dior offers its customers a range of repair services for any products purchased in boutiques and on Dior.com.

If you wish to have Dior product repaired, please visit a Dior boutique. The Boutiques section on Dior.com allows you to locate your nearest boutique. The sales staff at our boutiques will be delighted to guide you and answer any questions.
If you do not have a Dior boutique near you or you cannot travel, do not hesitate to contact the Client Service Center.

To guarantee their quality, Dior products are repaired exclusively in our workshops by our artisans.

CLIENT SERVICE CENTER (2)

HOW CAN I CONTACT DIOR?

The Client Advisors at Dior Client Service Center will be delighted to provide you with personalized advice and

WHAT ADDRESS SHOULD I USE TO WRITE TO DIOR?

You can also write to us at this address:

Christian Dior Couture
Client Service Center
510 Madison Ave
NEW YORK US NY 10022
United States

BOOK AN APPOINTMENT (1)

DO I HAVE TO BOOK AN APPOINTMENT BEFORE VISTING A DIOR STORE?

Absolutely not, you are more than welcome to visit our Stores. You can find directly our stores via the « Store Locator ». However, by booking an appointment with one of our Sales Associates, you will benefit from a personalized shopping service, without interruption.

Please be aware that the amount of stock in our boutiques changes frequently, therefore we cannot guarantee items availability even if you have booked an appointment. Indeed, if you want to reserve a product in boutique, please see the section "E-RESERVATION".

IN WHICH DIOR STORES CAN I BOOK A PRIVATE APPOINTMENT?

You can select one of the Stores listed on the page « Store Locator » or from the dropdown list available on the booking window section via the « Contact page » .

HOW CAN I BOOK AN APPOINTMENT?

You can book your appointment by clicking on the button « Book your Appointment » display on the « Contact page » or directly by clicking on book an appointment icon on a store selected by you on the store sheet via the page « Store Locator » .

For your store appointment request, you will be pleased to arrivals).

HOW AND WHEN WILL MY APPOINTMENT BE CONFIRMED BY THE STORE?

Once your appointment request has been received by your selected Store, we will send you an email confirming the receipt of your request.

You will then receive a confirmation email once your appointment has been confirmed by the Store and a Sales Associate has been assigned for you.

A reminder of your appointment will be sent to you before the scheduled date, by email (and by SMS if you have selected this preference of contact).

HOW CAN I MODIFY OR CANCEL MY APPOINTMENT?

You can modify or cancel your appointment, via the link communicated in your confirmation email or in your reminder email.

Our Client Advisors are also available to help you from Monday to Friday from 10 am to 8 pm and Saturday from 10 am to 6 pm by calling +44 (0)20 7172 01 72 or by email at: contactdioreu@dior.com.

HOW ARE MY DATA MANAGED?

Your personal data are handled in accordance with Dior's privacy policy.

GIFTS & PERSONALIZATION WHAT'S NEW WOMEN'S FASHION MEN'S FASHION BAGS JEWELRY &

OUR BOUTIQUES

Christian Dior Couture Boutiques

Parfums Christian Dior Boutiques

CLIENT SERVICES

Contact

Delivery and returns

FAQ

THE HOUSE OF DIOR

Legal Terms and Conditions

Privacy Policy

Do not sell or share my personal information / cookies

Accessibility

Ethics & compliance

Follow Us

Dior Sustainability

Careers

Sitemap

COUNTRY / REGION

United States

LANGUAGE

English

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